

Common Errors Employees Encounter When Creating an Absence

absence-help.frontlineeducation.com/hc/en-us/articles/115009325847-Common-Errors-Employees-Encounter-When-Creating-an-Absence

You may occasionally encounter an error when you create an absence, but there's no need to worry. You can reference this article to identify and resolve a few of these common error types.

Error

"Saving this Absence would exceed the allotted balance for the Absence Reason [Absence Reason] by [number of days]."

The screenshot shows the 'Create Absence' interface. At the top, there are three tabs: 'Scheduled Absences' (0), 'Past Absences' (0), and 'Denied Absences' (0). The main header indicates the date range 'February 21 - February 24' and includes a 'Need more options? Advanced Mode' link. A prominent red error banner at the top left states: 'Saving this Absence would exceed the allotted balance for the Absence Reason "Personal Time" by 2.29 Days'. Below this, a calendar for February 2017 is visible, with dates 21, 22, 23, and 24 highlighted. The form fields include: 'Substitute Required' (Yes), 'Absence Reason' (Personal Time), 'Time' (08:00 AM to 12:00 PM), 'Notes to Administrator' (255 character(s) left), and 'Notes to Substitute' (255 character(s) left). On the right, there is a 'FILE ATTACHMENTS' section with a 'DRAG AND DROP FILES HERE' area, a 'Choose File' button, and a list of 'Shared Attachments' including 'Timesheet.pdf' and two 'Absentee Report.pdf' files. At the bottom, there are three buttons: 'Cancel', 'Create Absence & Assign Sub', and 'Create Absence'.

This message indicates you do not have enough allotted time to save the absence. Just keep in mind that you may also see this message temporarily on days when your balance has been adjusted.

If you believe your balance is incorrect, contact your district's absence management administrator.

Error

"This absence cannot be entered because it is in conflict with a previously entered Absence. [date in conflict]"

Create Absence
1 Scheduled Absences
0 Past Absences
0 Denied Absences

February 22
Need more options? [Advanced Mode](#)

• This Absence cannot be entered because it is in conflict with a previously entered Absence. (2/22/2017)

February 2017

SUN	MON	TUE	WED	THU	FRI	SAT
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	1	2	3	4

Helpful Hint:
You can select multiple days individually or click-and-drag to select a range of dates.

Substitute Required **Yes**

Absence Reason Vacation

Time
Please enter a valid time range using the HH:MM AM format.

08:00 AM to 12:00 PM

Notes to Administrator
(not viewable by Substitute)

255 character(s) left

Notes to Substitute

255 character(s) left

DRAG AND DROP FILES HERE

No file chosen

Shared Attachments

- Timesheet.pdf
- Absentee Report.pdf
- Absentee Report.pdf

This message indicates that the absence overlaps with another scheduled absence, and you cannot save the absence when this event occurs. Review your scheduled absences to identify the conflict and make the necessary adjustments.

Error

"The Absence Reason [Absence Reason] requires the Notes to Administrator field to be filled in."

Create Absence
1 Scheduled Absences
0 Past Absences
0 Denied Absences

February 22
Need more options? [Advanced Mode](#)

• The absence reason "Personal Time" requires the Notes to Administrator field to be filled in.

February 2017

SUN	MON	TUE	WED	THU	FRI	SAT
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	1	2	3	4

Helpful Hint:
You can select multiple days individually or click-and-drag to select a range of dates.

Substitute Required Yes

Absence Reason Vacation

Time
Please enter a valid time range using the HH:MM AM format.

08:00 AM to 12:00 PM

Notes to Administrator
(not viewable by Substitute)

255 character(s) left

Notes to Substitute

255 character(s) left

FILE ATTACHMENTS

DRAG AND DROP FILES HERE

No file chosen

Shared Attachments

- Timesheet.pdf
- Absentee Report.pdf
- Absentee Report.pdf

The selected absence reason requires that you type a note in the "Notes to Administrator" field before saving. Contact your administrator directly if you are uncertain about what information to provide.

Error

"The cutoff time for entering an absence for [date] has passed."

Create Absence
1 Scheduled Absences
1 Past Absences
0 Denied Absences

February 15 Need more options? [Advanced Mode](#)

- The cutoff time for entering an absence for 2/15/2017 has passed.

February 2017

SUN	MON	TUE	WED	THU	FRI	SAT
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	1	2	3	4

Helpful Hint:
You can select multiple days individually or click-and-drag to select a range of dates.

Substitute Required Yes

Absence Reason Vacation

Time
Please enter a valid time range using the HH:MM AM format.

02:00 AM to 06:00 AM

Notes to Administrator
(not viewable by Substitute)

255 character(s) left

Notes to Substitute

255 character(s) left

DRAG AND DROP FILES HERE

Choose File No file chosen

Shared Attachments

- Timesheet.pdf
- Absentee Report.pdf
- Absentee Report.pdf

Cancel Create Absence & Assign Sub Create Absence

Some schools do not allow employees to create last-minute absences in the system. If your school adheres to this policy, you may need to contact your absence management administrator to report any last-minute absences.

Error

"Please select at least one date."

Create Absence

1 Scheduled Absences
1 Past Absences
0 Denied Absences

Please select a date
Need more options? Advanced Mode

February 2017

SUN	MON	TUE	WED	THU	FRI	SAT
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	1	2	3	4

Please select at least one date.

Helpful Hint:
You can select multiple days individually or click-and-drag to select a range of dates.

Substitute Required

Yes

Absence Reason

Sick

Time

Please enter a valid time range using the HH:MM AM format.

08:00 AM

to

12:00 PM

Notes to Administrator
(not viewable by Substitute)

255 character(s) left

Notes to Substitute

255 character(s) left

DRAG AND DROP FILES HERE

Choose File
No file chosen

Shared Attachments

- PDF Timesheet.pdf
- PDF Absentee Report.pdf
- PDF Absentee Report.pdf

Cancel
✔ Create Absence & Assign Sub
✔ Create Absence

This message indicates that you have not selected a date or dates for your absence. Simply select the appropriate date(s) from the calendar provided.

Error

"Please select an absence reason."

Create Absence

1 Scheduled Absences
1 Past Absences
0 Denied Absences

February 20
Need more options? [Advanced Mode](#)

February 2017

SUN	MON	TUE	WED	THU	FRI	SAT
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	1	2	3	4

Helpful Hint:
You can select multiple days individually or click-and-drag to select a range of dates.

Substitute Required Yes

Absence Reason Select One ▼
Please select an absence reason

Time
Please enter a valid time range using the HH:MM AM format.

08:00 AM to 12:00 PM

Notes to Administrator
(not viewable by Substitute)

255 character(s) left

Notes to Substitute

255 character(s) left

FILE ATTACHMENTS

DRAG AND DROP
FILES HERE

No file chosen

Shared Attachments

- [Timesheet.pdf](#)
- [Absentee Report.pdf](#)
- [Absentee Report.pdf](#)

Cancel
✓ Create Absence & Assign Sub
✓ Create Absence

This message indicates that you have not selected a reason for your absence. Choose an absence reason from the dropdown beside "Absence Reason."

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